

## How To Contact CCS To Use Your Rights

If you want to use any of the privacy rights explained in this notice, please call the CCS program in the county where you live. The phone numbers of county CCS programs are listed on the insert.

## How to Complain

If you believe that your or your child's privacy rights have been violated and wish to complain, you may file a complaint by calling or writing:

Privacy Officer  
CA Department of Health Services  
P.O. Box 997413  
MS 0010  
Sacramento, CA 95899-7413  
(916) 445-4646 or (877) 735-2929 TTY/TDD

or

Secretary of the U.S. Department of Health  
and Human Services  
Office for Civil Rights  
Attention: Regional Manager  
50 United Nations Plaza, Room 322  
San Francisco, CA 94102  
  
For additional information, call:  
(800) 368-1019  
or  
U.S. Office for Civil Rights at  
(866) OCR-PRIV (866-627-7748)  
or (866) 788-4989 TTY

## No Retaliation

CCS cannot take away your child's health care benefits or do anything to hurt you in any way if you choose to file a complaint or use any of the privacy rights in this Notice.

## Effective Date

This Notice of Privacy Practices goes into effect on April 14, 2003.

## Changes to the Notice

CCS must obey the rules of this Notice. However, CCS has the right to make changes in its privacy practices. If CCS makes such changes, this Notice of Privacy Practices will be rewritten and you will be given a new Notice if you are in the CCS program.

## Questions

If you have any questions about this Notice and want more information, please contact the Privacy Officer, at the address and phone number listed in this Notice.

To get a copy of this notice in other languages, Braille, large print, audiocassette or computer disk, please call or write the Privacy Officer at the number or address listed in this Notice.

### \*\*\*IMPORTANT\*\*\*

**CCS DOES NOT HAVE COMPLETE COPIES OF CHILDREN'S MEDICAL RECORDS. IF YOU WANT TO LOOK AT, GET A COPY OF, OR CHANGE A CHILD'S MEDICAL RECORDS, PLEASE CONTACT THE CHILD'S DOCTOR OR CLINIC. IF THE CHILD IS IN A MANAGED CARE PLAN, THAT PLAN MAY HAVE INFORMATION ABOUT BILLS PAID. CONTACT THE MANAGED CARE PLAN TO LOOK AT OR GET COPIES OF THESE BILLS.**

## California Department of Health Services



## A MESSAGE FROM THE CALIFORNIA CHILDREN'S SERVICES (CCS) PROGRAM

# NOTICE of PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

**PLEASE REVIEW IT CAREFULLY.**

The CCS program must keep information we have about the children we serve private. This includes information about eligibility for CCS and personal medical information. CCS must give this notice to you and tell you how CCS may use and give out or “disclose” information about the children we serve.

### How CCS May Use and Share Information

The child’s name, address, personal information about the child, medical history, medical exam, and medical services provided to children served by CCS will be used and shared mainly for a reason connected with the operation of the CCS program. These reasons include:

- Deciding eligibility for CCS benefits.
- Deciding fees that you may have to pay in order to receive CCS benefits.
- Finding out if the child is eligible for Medi-Cal or Healthy Families and if you have a private health insurance plan.
- **For treatment:** Approving services for a child’s exam, treatment, and therapy. CCS may need to approve health care services in advance. To give approval, CCS may receive information from and share it with other people caring for the child to make sure that children get the services they need.
- **For payment:** CCS and the people that work with us receive, review, approve, process, and pay for health care bills from doctors or other health care providers. CCS may share health information with these doctors and other providers, which bill CCS. CCS may send some bills that it receives to other health plans or groups, which may need to pay for services that were given to the child.
- **For health care operations:** CCS may use facts about children’s health and health care to make sure that they get high quality health care. CCS may also use this information in audits or fraud investigations of doctors and other health care providers and for planning and managing the CCS program.

### Other Uses of Children’s Health Information

CCS may also use or give out information about the child’s eligibility for CCS and personal medical information for reasons such as:

- Calling or writing you about your child’s CCS benefits.
- To people in the child’s family to help in treatment or payment for services.
- For legal reasons, such as in response to a court order.
- For research studies that meet all privacy law requirements, such as research about disease prevention.
- To gather information that can no longer be traced back to the child, such as a list of how often various CCS medical problems happen for all CCS children.
- For reasons required by law, which may require sharing of the child’s health information.

CCS may give out health information to organizations that help it run this program, such as companies that pay CCS bills. If CCS does this, it will make sure that these organizations protect the privacy of information we share with them.

Some state laws limit the sharing of the information listed above. For example, there are special laws that protect information about HIV/AIDS status, mental health treatment, developmental disabilities, and drug and alcohol abuse care. CCS will obey these laws.

### NOTE

IF THE CHILD IS A MEDI-CAL PATIENT, THE LAW MAY NOT ALLOW SHARING SOME OF THE INFORMATION LISTED ABOVE. MEDI-CAL RULES SAY INFORMATION CAN ONLY BE USED OR SHARED FOR REASONS CONNECTED WITH THE OPERATION OF THE MEDI-CAL PROGRAM.

### When Written Permission Is Needed

CCS must have written permission from the child’s parent, guardian, or minors living on their own before sharing CCS eligibility and health information not discussed in this notice. If you give CCS written permission to use or share your or your child’s information for other reasons, you may take back your written permission at any time.

### Your Privacy Rights

By law you have the right to:

- See and get a copy of the child’s personal medical information, which CCS has.
- Have the child’s personal medical information changed if you believe that it is wrong or if information is missing, and CCS agrees. If CCS disagrees, you may have a letter about why you disagree added to the child’s personal medical file.
- Get a listing of people who get the child’s personal medical information from CCS. This listing will not show when the child’s personal medical information was given to the child’s parent, guardian, or to children living on their own or when information is shared for treatment, payment, or health care operations.
- Ask CCS to contact you in a different way or in a different place, such as sending materials to you at a Post Office Box instead of your home address.
- Ask CCS to limit how the child’s personal medical information is used and given out. However, CCS may not be able to agree to your request.
- You have the right to obtain a paper copy of this Notice of Privacy Practices. This Notice is also available at the CCS Website: [WWW.DHS.CA.GOV/PCFH/CMS/CCS](http://WWW.DHS.CA.GOV/PCFH/CMS/CCS).